



County of Los Angeles – Department of Mental Health

Service Area VII Administration

Adult Systems of Care

Quality Improvement Committee

March 16, 2010

Rio Hondo Mental Health Center

Second Floor Conference Room

2:00 P.M.- 4:00 P.M.

AGENDA

- | | |
|--|-----------------------------|
| I Welcome & Introductions | Marcel Mendoza & Lupe Ayala |
| II Review & Approval of Minutes | Marcel Mendoza & Lupe Ayala |
| III. Department of Mental Health Update | Lupe Ayala |
| IV. Medi-Cal Oversight Review and
Clinical Record Audit | Lupe Ayala & Brent Hale |
| V. Quality Improvement Council Update | Lupe Ayala |
| VI. Performance Improvement Project | Marcel Mendoza & Lupe Ayala |
| VII Quality Assurance Issues | Marcel Mendoza |
| VIII. QA/Procedure Codes Group | Marcel Mendoza |
| IX. Audit Updates | Marcel Mendoza |
| X. Announcements & Provider Updates | All |

Next Meeting:

April 20, 2010

Quality Assurance Meeting: 1:30 P. M-2:00 P.M.

Quality Improvement Meeting:

2:00 P.M.-4:00 P.M.

Quality Assurance Meeting

1:00 P.M.-1:30 P.M.

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
ADULT SYSTEMS OF CARE
Rio Hondo Mental Health Center**

SERVICE AREA VII - QUALITY IMPROVEMENT COMMITTEE

March 16, 2010

Minutes

Rio Hondo Mental Health Center
17707 Studebaker Road
Cerritos, CA 90703

Quality Improvement Committee Chairs: Lupe Ayala & Marcel Mendoza

Present:

Karla Lopez	Providence
Marcella Mendez	The Whole Child
Misty Allen	ALMA
Michelle Hernandez	ENKI
Doncella Winshit	CFGC
Margarita Baltazar	DMH
Brian Adair	San Antonio
Kevin Rice	Helpline
Marishia Moak	PCS
Saul Zepeda	Hathaway-Sycamores
Mike Ford	Masada Homes
Leah Merjil	Bienvenidos
Mari Yniguez	Pacific Clinics
Mariela Gorosita	Telecare LA Hop
Meehee Han	SSG-API Alliance
A. Fisher-Price	CSCF
Brent Hale	AICC
Christine Maitland-Koch	Homes for Life
Alma Bretado	CHCADA
Marcel Mendoza	Penny Lane
Lupe Ayala	DMH

- I. Welcome and Introductions
- II. Review and Approval of Minutes



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April 20, 2010

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Next Meeting

May 18, 2010

2:00 P.M.-4:00 P. M.

Quality Assurance Meeting

1:00 P.M.-1:30 P.M.

County of Los Angeles – Department of Mental Health
Adult Systems of Care
Service Area VII Quality Improvement Committee
Minutes
April 20, 2010

Chairpersons: Marcel Mendoza & Lupe Ayala

Membership Present:

Marcella Mendez
XHalic Huitron
Mikki Beeman
Donella Winship
Mirtala Pineda Ward
Sam Zepeda
Marishia Moak
David Tavlin
Audrey Fisher-Price
Margarita Baltazar

Misty Allen
Jen Chellow
Karla Lopez
Brent Hale
Deborah Lowe
Meehee Han
Mike Ford
Brian Adair
Michelle Hernandez

- I. Welcome and Introductions
- II. Review and approval of minutes
- III. DMH UPDATE
 - DMH deficit is less than we thought it would be
 - Transformation to 85% PEI dollars for child providers
 - Training April regarding the transformation of children's programs
 - Contracts to be amended to show transformation
 - Training regarding short doyle II claiming system
 - Problems with current system in billing procedure codes
 - Changes in procedure codes (Bev health triage: being taken out)
 - Usage of procedure code: H2015 to H0002
 - QA issues: Record review code: Clinician/staff review documentation. "How is the review of documents going to help treatment?"
 - Training: Co-occurring D/O training for Older Adults at St Anne's
 - State audit review findings: Signatures could not be read or missing; late entries; client's not in treatment for several years and case still open; late CCCP's; Overall audit results were very poor
- IV: Quality Improvement Council Update
 - Marcel Mendoza resigning from Co-chair position in QIC
 - QIC looking for a new co-chair
 - Audit updates: FSP visits-ALMA- 35% of charts were disallowed

Service Area VII Quality Improvement Committee
April 20, 2010

-Audit issues with use of flex funds: Importance of tying flex funds use with the client's symptoms.

- V. Quality Assurance
- Importance of use of the clinical loop: diagnosis matches CCCP goals that match progress notes.
 - SFPR: If client is not at your program but client coming to you for meds you must have them on plan. You have ten days to add an SFPR.
 - DMH's new audit tool: 2 pages long; focuses on compliance issues; specific on kind of care; checks details on progress note, CCCP and assessment. Reviews a 3 month period.

Respectfully Submitted,

Elida Lambrechts



Lupe Ayala
QIC Co-Chair



Marcel Mendoza
QIC Co-Chair



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Service Area VII Administration
Adult Systems of Care**

Quality Improvement Committee

MAY 18, 2010

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| II. Review & Approval of Minutes | Lupe Ayala & Brent Hale |
| III. Department of Mental Health Update | Lupe Ayala |
| IV. Quality Improvement Council Update | Lupe Ayala |
| V. Performance Improvement Project | Lupe Ayala/Brent Hale |
| VI. QA/Procedure Codes Group | Misty Allen |
| VII. Quality Assurance Issues | Misty Allen/Brent Hale |
| VIII. Audit Updates | Brent Hale |
| IX. Announcements & Provider Updates | All |

Next Meeting: June 15, 2010 at Rio Hondo Mental Health Center
2:00 PM to 4:00 PM
Quality Assurance Meeting 1:30 P.M. – 2:00 P. M.

County of Los Angeles – Department of Mental Health
Adult Systems of Care
Service Area VII Quality Improvement Committee
Minutes
May 18, 2010

Chairpersons: Brent Hale & Lupe Ayala

Membership Present:

Sylvia Guerrero

Mike Ford

Sam Zepeda

Audrey Fisher-Price

Marcella Mendez

Lupe Ayala

Mikki Beeman

Margarita Baltazar

Marihia Moak

Brian Adair

Margarita Baltazar

Alden Zataran

Meehee Han

Misty Allen

Brent Hale

Jen Chellow

Alma Bretado

Karla Lopez

Brent Hale

Kari Thompson

Michelle Hernandez

- I. Welcome and Introductions
- II. Review and approval of minutes
- III. Clinical Documentation Training – Frank Alvarez & Brian Adair
Frank presented on the importance of the Clinical Loop in Clinical Documentation which is the sequence of documentation that supports the demonstration of ongoing medical necessity and ensures that all provided services are Medi-Cal reimbursable. The Clinical Loop is not a one time activity; it is an ongoing process. Services must be directed toward an included diagnosis. Symptoms and impairments are a result of that diagnosis. The therapist's role is to maintain, reduce or minimize the effect of the diagnostic symptoms or impairments. The sequence of documentation on which Medical Necessity requirements converge is:
 - An Assessment
 - Client Care Plan
 - Progress Note
- IV. Notice of Action Crosswalk
A Notice of Action is a form given to a beneficiary whenever any of the following occur:
 - An NOA-A is used when the MHP or its providers assess a Medi-Cal beneficiary and decide the beneficiary does not meet medical necessity and no specialty mental health services will be provided.
 - An NOA-B is used when the MHP denies or modifies MHP payment authorization of a requested service, including the type or level of service; reduces, suspends, or terminates a previously authorized service; or denies, in whole or in part, payment for a service prior to the delivery of the service.
 - An NOA-C is used when the MHP denies, in whole or in part, payment for a service post-service delivery but pre-payment based on a determination that the service was not medically necessary or otherwise not a service covered by this contract.

- An NOA-D is used when the MHP fails to act within the timeframes for disposition of standard grievances, the resolution of standard appeals, or the resolution of expedited appeals.
- An NOA-E is used when the MHP or its providers fail to provide services in a timely manner, as determined by the MHP.

- V: Department of Mental Health Update
Dr. Southard will periodically send out budget updates. Thus far, the State of California has failed to meet its budget deadline.
- VI. Quality Improvement Council Update
Martie Drinan is finalizing the Quality Improvement Handbook for DMH. All the QICs will discuss the handbook and focus on the QI's directives for 2010.
- VII. Performance Improvement Project
Ana Suarez, Service Area VII is making the final revisions on the Client Flow Survey and it will be presented to the QIC at the next meeting. It will be important to form a subcommittee to work on the 2nd part of the survey.
- VIII. QA/Procedures Group
Misty gave an update on the clinical documentation and procedure codes that were discussed at the meeting.
- IX. Brent Hale informed QIC that he is an Interim QIC Co-Chair. He is willing to help Service Area VII as much as possible.

**Next Meeting: June 15, 2010 at Rio Hondo Mental Health Center
2:00 PM-4:00 PM
Quality Assurance Meeting 1:30 PM-2:00 PM**

Respectfully Submitted,

Lupe Ayala, QIC Co-Chair & Brent Hale, QIC Co-Chair